KNOWN PROBLEMS

This section lists the known problems that have not been fixed in Print Console release 1.0. Workarounds are provided where possible.

Configure Output Media Dialog Box Doesn't Accept Commas

You may consider using commas to indicate measurement values in the Configure Output Media dialog box for two reasons:

1. Some countries use a comma instead of a decimal point.
2. To enter the value for one thousand, you may be accustomed to typing `1,000`.

In this release of Print Console, you may not use commas when typing measurements in the Configure Output Media dialog box. When specifying a measurement, use a period (.) instead of a comma (,).

Status Column Disappears on the Queues Window

When you adjust the **Status** column width on the **Pending** or **Processed** tab of the Queues window so that the column is wider than the window, the **Status** column disappears from view. You cannot see the **Status** column, even if you use the scroll bar.

To avoid this problem:

- Do not adjust the **Status** column width on the **Pending** and **Processed** tabs on the Queues window so that it is wider than the window.

Different Media Sizes in PPD Files

Because previous versions of the workstation software used 25.402 to convert inches to millimeters, your Print Console PPD files may reflect a 1 point difference in media sizes. See *Conversion Value for Inches to Millimeters* on page 10 for details.

To work around this problem:

- Use Print Console's equivalent of the plate matching feature in Allegro Workstation software 1.2 to adjust the matching tolerance to take the different conversion value into account.

TIFF Files Fail

If Creo TIFF Downloader files don't contain a .C, .Y, etc. in the separation file name and the **Ignore RIP color names when matching** check box is selected in the Configure Print Setups dialog box, the TIFF files fail.

To work around this problem:

- Rename the separation file name extension to include a .C, .Y, etc.

  Or:

- Clear the **Ignore RIP color names when matching** check box on the **Separation Setup** tab in the Configure Print Setups dialog box.

PPX File Doesn't Contain All Valid Print Setups

The PPX file should contain all plate and proof information and all print setup information for which output media has been defined. Currently, the PPX file contains print setup information for only one proof and one plate, but not for all proofs and plates that have output media defined.

Application Error Displayed When Exiting Print Console

Occasionally when exiting Print Console, an application error displays, indicating that the software has crashed.

To work around this problem:

- Restart Print Console.

Note: We recommend that you do not exit Print Console (leave the software running at all times).